

## WEST DUNBARTONSHIRE COUNCIL

### Report by the Director of Community Health and Care Partnership

Community Health and Care Partnership: 21st August 2013

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#### **Subject: Care Inspectorate Reports for Older People's Care Homes operated by Independent Sector in West Dunbartonshire**

#### **1. Purpose**

- 1.1 To provide Members with a routine up-date on the most recent Care Inspectorate assessments for four independent sector older peoples' Care Homes within West Dunbartonshire.

#### **2. Recommendations**

- 2.1 The Committee is asked to note the content of this report.

#### **3. Background**

- 3.1 The Care Inspectorate inspections of Care Homes focus on any combination of the four thematic areas: quality of care and support, environment, staffing and management & leadership.
- 3.2 Those care homes which have been awarded Grade 2/weak or less and/ or who have requirements placed upon them will usually be inspected again within the following twelve weeks. These follow-up visits present the opportunity to demonstrate progress on the improvement action plan agreed and to have an improved grade awarded if merited.
- 3.3 As Committee will recall from previous up-date reports, the CHCP's Quality Assurance Section monitor the independent sector care homes in line with the terms of the National Care Home Contract; and arrange monitoring visits to ensure continued progress is being maintained in relation to agreed improvement plans. In addition, CHCP staff work with independent sector providers to maintain their awareness of new developments and provide opportunities to share good practice/learning via correspondence and regular care home provider meetings.
- 3.4 The independent sector Care Homes reported within this report are:
- Castle View Nursing Home, 200 Castlegreen Street, Dumbarton G82 1JU;
  - Strathleven Care Home, 39 Strathleven Place, Dumbarton G82 1BA;
  - Clyde Court Care Home, 1 South Avenue, Clydebank G81 2RI;
  - Hillview Care Home, 36 Singer Street, Clydebank G91 4SB;

Copies of the inspection reports can be accessed on the Care Inspectorate web-site: [www.scswis.com](http://www.scswis.com).

#### 4. Main Issues

##### Castle View Nursing Home

- 4.1 Castle View Nursing Home is owned and managed by HC-One Limited.
- 4.2 The care home was inspected on 8<sup>th</sup> February 2013 and the report published on 9<sup>th</sup> April 2013.
- For the theme of *Care and Support* – Grade 5/Very Good.
  - For *Environment* – Grade 4/Good.
  - For *Staffing* - Grade 4/Good.
  - For *Management and Leadership* - Grade 4/Good.
- 4.3 The inspection report detailed the following two requirements to be addressed:
- The service must ensure personal plans set out how the service users' health, welfare and safety needs are to be met. This is with specific reference to the management of challenging behaviour and protecting vulnerable people. This was to be completed within three months of receipt of the inspection report. The Provider has confirmed that this requirement was completed as per the timescale.
  - The Provider must not retain copies of disclosures and PVG checks in individual staff files and instead should record the date received along with the disclosure number and hold this information in a secure place. This was to be completed within one week of receipt of the inspection report. The Provider has confirmed that this requirement was completed as per the timescale.

##### Strathleven Care Home

- 4.4 Strathleven Care Home is owned and managed by Pelan Limited.
- 4.5 The care home was inspected on 25<sup>th</sup> February 2013 and the report published on 6<sup>th</sup> May 2013. The following grades were awarded:
- For the theme of *Care and Support* – Grade 3/Adequate.
  - For *Staffing* - Grade 3/Adequate.
  - For *Management and Leadership* - Grade 4/Good.
- 4.6 The inspection report detailed the following requirement to be addressed:
- The service must ensure personal plans accurately reflect the needs of residents and ensure that all care plan documentation; including reviews are fully complete, up to date and signed. This was to be completed within one month of receipt of the inspection report. The Provider has confirmed that this requirement was completed as per the timescale.
- 4.7 The inspectors awarded the service the Grade 3/Adequate for two of the themes. Inspectors had concern about two staff members' interaction with

residents and staff which was one of the factors resulting in a lower grade being awarded. They were informed by the Manager that one of the staff had resigned and the other now has a development plan in place to address performance concerns.

#### Clyde Court Care Home

- 4.8** Clyde Court Care Home is owned and managed by Four Seasons (No 9) Limited.
- 4.9** The care home was inspected on 24<sup>th</sup> April 2013 and the report published on 4<sup>th</sup> June 2013. The following grades were awarded:
- For the theme of *Care and Support* – Grade 2/Weak.
  - For *Environment* – Grade 2/Weak.
  - For *Staffing* - Grade 2/Weak.
  - For *Management and Leadership* - Grade 3/Adequate.
- 4.10** The inspection report detailed the following eight requirements to be addressed:
- The service must ensure that medication is managed following best practice guidance. In particular that; medication is stored securely and cannot be accessed by those not involved in medication management, there are accurate records of medication not given or refused and that personal plans detail information regarding the medication prescribed for people including possible side effects. This was to be completed within two weeks of receipt of the inspection report. The Provider has confirmed that this requirement was completed as per the timescale.
  - Implement a system ensuring the nutritional needs of residents identified as being at risk of malnutrition are being regularly assessed and adequately met in regard to; the tool for monitoring risk of malnutrition (MUST) is being consistently used and kept up to date, the information within personal plans regarding nutrition is up to date and fully reflective of the support planned to meet the nutritional and hydration needs of individuals, there is accurate and effective monitoring of the food and fluid intake of individuals at risk of malnutrition or dehydration, the service should review the provision of soft textured diets to ensure that they offer a choice to residents and that staff are fully aware of what the meal is and the service should undertake a review of the management of mealtimes. This was to be completed within two weeks of receipt of the inspection report. The Provider has confirmed that this requirement was completed as per the timescale.
  - Residents' personal plans to detail how the health, welfare and safety needs of the individual are to be met. In particular; the personal plans accurately reflect all the current needs of individuals, the information about care and support interventions are further developed to fully reflect the care being provided, the assessment tools are used to their full potential to inform care planning, there is clear guidance regarding the use of 'as required' medication, there is information regarding the use of special equipment to support the individual, the treatment plans to support

Adults with Incapacity certificates reflect up to date information about what needs are addressed by the certificate. This was to be completed within four months of receipt of the inspection report. The Provider has confirmed that progress on completion of this requirement is on-going, and that the anticipate this will be completed within the timescale given.

- Make proper provision for the health, welfare and safety of residents. To do this the provider must ensure; there are systems in place to carry out regular safety checks on the environment of the care home and the equipment in use. Those records are kept of the outcome of these checks and records kept of any actions taken to address issues identified. This was to be completed within two weeks of receipt of the inspection report. The Provider has confirmed that this requirement was completed as per the timescale.
- Provider to supply the Care Inspectorate with an action plan which will address the redecoration and refurbishment of the care home, with specific reference to the plan and timescale to address the following; the redecoration and refurbishment of the communal and bedroom areas within the home, the replacement of furnishing, the replacement of crockery, bed linen and towels. This was to be completed within four weeks of receipt of the inspection report. The Provider has confirmed that this requirement was completed as per the timescale.
- Provider to ensure the environment of the care home is kept in good repair internally and externally. This is with specific reference to; ensuring that the home is free of offensive odours, that equipment in dining area is clean and safe for the storage and preparation of food for residents, faults in double glazed windows were addressed to allow for a clear view. This was to be completed within four weeks of receipt of the inspection report. The Provider has confirmed that this requirement was completed as per the timescale.
- To ensure staff are recruited following a thorough and rigorous selection process in line with the organisations policy and best practice guidance on safer recruitment. In particular the service must ensure that existing personnel records adhere to the organisations policy and best practice guidance on safer recruitment. This was to be completed within one week of receipt of the inspection report. The Provider has confirmed that this requirement was completed as per the timescale.
- Undertake a review of staffing within the third floor unit to ensure that there are suitably qualified and competent persons working in such numbers as are appropriate for the health, welfare and safety of service users. The provider to ensure that communal areas are appropriately supervised by staff. This was to be completed within four weeks of receipt of the inspection report. The Provider has confirmed that this requirement was completed as per the timescale.

**4.11** Due to the low grades awarded and number of requirements detailed in the inspection report, the CHCP Quality Assurance team have held meetings with the Manager of the Clyde Court Care Home. They discussed the report and action plan for addressing the requirements highlighted; and viewed the work undertaken by the Provider for reassurance that the corrective actions had been carried out appropriately and within the timescales.

Hillview Care Home

**4.12** Hillview Care Home is owned and managed by BUPA Care Homes (CFHCare) Limited.

**4.13** The care home was inspected on 19<sup>th</sup> June 2013 and the report published on 11<sup>th</sup> July 2013. The following grades were awarded:

- For the theme of *Care and Support* – Grade 4/ Good.
- For *Environment* – Grade 4/Good.
- For *Staffing* - Grade 4/Good.
- For *Management and Leadership* - Grade 4/Good.

**4.14** There were no requirements detailed in the inspection report.

**4.15** The table below summarizes the gradings between the last two inspections:

Care Home	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
<b>20 August 2012</b>						<b>8 February 2013</b>						
Castle View Nursing Home												
• Care & Support				✓							✓	
• Environment			✓							✓		
• Staffing				✓						✓		
• Management & Leadership			✓							✓		
<b>10 December 2012</b>						<b>25 February 2012</b>						
Strathleven Care Home												
• Care & Support				✓					✓			
• Environment				✓								
• Staffing			✓						✓			
• Management & Leadership				✓						✓		
<b>9 October 2012</b>						<b>24 April 2013</b>						
Clyde Court Care Home												
• Care & Support			✓					✓				
• Environment								✓				
• Staffing								✓				
Management & Leadership			✓						✓			
<b>12 February 2013</b>						<b>19 June 2013</b>						
Hillview Care Home												
• Care & Support			✓							✓		
• Environment				✓						✓		
• Staffing			✓							✓		
• Management & Leadership				✓						✓		

## **5. People Implications**

5.1 There are no people implications.

## **6 Financial Implications**

6.1 The National Care Home Contract provides an additional quality payment, by the Council, to Care Homes if the Care Inspectorate Inspection report awards grade of 5 or 6 in the Quality of Care and Support thematic area. There is a second additional quality payment if the high grade in Quality of Care and Support thematic area is coupled with a grading of a 5 or 6 in any of the other three thematic areas.

6.2 The National Care Home Contract also accounts for providers receiving low grades of 1 or 2 in the Care Inspectorate Inspection report. If either of these grades are awarded it may trigger the withdrawal of the quality funding component, resulting in a reduction of £20 per resident per week from the weekly fee payable.

6.3 The Inspection Report for Castle View has financial implications for the Council. As they received the grade of 5/Very Good in the Quality of *Care and Support* thematic area in their inspection report they will receive an enhanced weekly rate for every resident the CHCP has placed in the home.

6.4 Clyde Court's Inspection report awarded the service a low grading of 2 in three of the quality themes. This may have future financial implications for the Provider as, in line with the National Care Home Contract, the service has been given the opportunity to correct this via a robust action/improvement plan however, if the low grades are awarded again in their next inspection then the reduction of £20.00 per week per resident will be applied.

## **7. Risk Analysis**

7.1 Grades awarded to a service after a Care Inspectorate inspection are an important performance indicator for registered services. For any service assessed by the Care Inspectorate, failure to meet requirements within the time-scales set out could result in a reduction in grading or enforcement action. Consistently poor grades awarded to any independent sector Care Home would be of concern to the CHCP and the Council, particularly in relation to the continued placement of older people by the authority in such establishments.

## **8. Equalities Impact Assessment (EIA)**

8.1 Not required for this report.

## **9. Consultation**

9.1 Not required for this report.

## **10. Strategic Assessment**

**10.1** The Council's Strategic Plan 2012-17 identifies "improve care for and promote independence with older people" as one of the authority's five strategic priorities.

### **Keith Redpath**

Director of the Community Health & Care Partnership

Date: 19<sup>th</sup> July 2013

**Person to Contact:** Mrs Sharon Elliott  
Quality Assurance Manager  
West Dunbartonshire CHCP  
Room 1.6, LevenValley Enterprise Centre  
Castlehill Rd, Dumbarton G82 5BN  
E-mail: sharon.elliott@west-dunbarton.gov.uk  
Telephone: 01389 772196

**Appendices:** None

**Background Papers:** All the inspection reports can be accessed from  
[http://www.scswis.com/index.php?option=com\\_content&task=view&id=7909&Itemid=727](http://www.scswis.com/index.php?option=com_content&task=view&id=7909&Itemid=727)

**Wards Affected:** All.